Consumer Rights

Chapter 5 · Economics

Reading Guide · Glossary · Comprehension · Practice Questions · 10 Puzzles

NCERT Companion Workbook · Based on "Understanding Economic Development, NCERT Class X"

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Chapter Overview

This chapter shows how consumers are often exploited in markets, whether through underweighing, adulteration or false advertising, because individual buyers hold far less power than large producers. It traces how sustained public pressure built India's consumer movement and led to the Consumer Protection Act, which created the district, state and national commissions where consumers can seek redress. The chapter closes by describing certification marks and everyday practices that help buyers become genuinely well-informed consumers.

Reading & Study Guide

Section	What to Focus On
The Consumer in the Marketplace	List the different ways sellers can exploit consumers described here.
Consumer Movement	Trace what triggered the rise of an organised consumer movement in India.
Consumer Rights	Match each right, such as safety or information, to a real case in the chapter.
When Choice is Denied	Explain what it means for a consumer's right to choose to be denied.
Where Should Consumers Go for Justice	Describe the three-tier redressal system and what each tier handles.
Learning to Become Well-Informed Consumers	Note what certification marks like ISI and Agmark actually guarantee.
Taking the Consumer Movement Forward	Identify the challenges still limiting the consumer movement's reach.

Key Terms Glossary

Term	What It Means
CONSUMER	Person who purchases goods or services for personal use
EXPLOITATION	Unfair treatment of a weaker party for gain
ADULTERATION	Mixing impure or inferior substances into a product
REDRESSAL	Formal process of correcting a wrong through legal action
COMPENSATION	Payment made to cover loss or damage suffered
NEGLIGENCE	Failure to take reasonable care, causing harm
WARRANTY	Promise to repair or replace a faulty product
CERTIFICATION	Official mark confirming a product meets quality standards

STANDARD	Uniform quality benchmark producers are expected to meet
COMMISSION	Body that hears and decides consumer disputes
DISTRICT	Lowest tier of the consumer redressal system
NATIONAL	Highest tier of the consumer redressal system
ADVOCACY	Active support for a cause such as consumer protection
AWARENESS	Knowledge that helps consumers protect their own interests
INFORMATION	Right to know details about a good or service purchased
SAFETY	Right to be protected from hazardous goods and services
CHOICE	Right to decide freely whether to buy or continue a service
EXPIRY	Date after which a product should not be used or sold
HALLMARK	Certification mark used for jewellery quality
AGMARK	Certification mark used for agricultural produce
LEGISLATION	Formal law enacted to protect consumer interests
MOVEMENT	Organised, sustained effort demanding consumer protection
MEDIATOR	Neutral person who helps settle disputes outside court
PENALTY	Punishment imposed for violating consumer protection rules

Comprehension Questions

Q1. Explain two ways in which sellers can exploit consumers in the marketplace, using examples from the chapter.

Q2. What factors led to the birth of the organised consumer movement in India?

Q3. Using the case of Reji Mathew, explain the consumer's right to safety.

Q4. Describe the three-tier structure of India's consumer dispute redressal system.

Q5. What role do certification marks like ISI, Agmark and Hallmark play for consumers?

Q6. What challenges continue to limit the effectiveness of India's consumer movement, according to the chapter?

Short-Answer Practice (Worked Examples)

Q1. What year was the Consumer Protection Act enacted in India?

Q2. What is the right to safety?

Q3. What does MRP stand for and why does it matter to consumers?

Q4. Which commission handles consumer claims exceeding ten crore rupees?

Q5. Why is Agmark certification mandatory for some products but not others?

Q6. What was the outcome of Abirami's case against the coaching institute?

Objective Practice

A. Multiple Choice Questions

Circle the correct option.

1. The Consumer Protection Act, popularly known as COPRA, was enacted in

a) 1975

b) 1986

c) 1991

d) 2005

2. National Consumers' Day in India is observed on

a) 15 August

b) 26 January

c) 24 December

d) 2 October

3. The right that protects consumers from hazardous goods and services is called the right to

a) information

b) choice

c) safety

d) redressal

4. MRP printed on a package refers to the

a) minimum retail price

b) maximum retail price

c) manufacturing reference price

d) market regulation price

5. Which commission handles consumer claims up to one crore rupees?

a) District Commission

b) State Commission

c) National Commission

d) Supreme Court

6. A logo confirming quality standards for edible oil and cereals is called

a) ISI

b) Agmark

c) Hallmark

d) RTI

7. The Right to Information Act was enacted in India in

a) 1986

b) 2000

c) 2005

d) 2019

8. COPRA was significantly amended to strengthen consumer protection in

a) 1991

b) 2005

c) 2019

d) 2000

9. Hallmark certification in India is associated with

a) packaged food

b) jewellery

c) electronics

d) medicines

10. Rampant food shortages, hoarding and adulteration in the 1960s mainly led to the rise of

a) the WTO

b) the consumer movement in India

c) the SHG movement

d) liberalisation policy

B. True or False

1. The Consumer Protection Act was enacted in 1986.
2. A consumer has no right to demand compensation for a defective product.
3. The District Commission handles the largest claims in the redressal system.
4. ISI and Agmark are examples of certification marks that assure product quality.
5. Certification is mandatory for all products sold in India.
6. The Right to Information Act helps citizens access details about government functioning.
7. Consumers filing a case in a redressal commission must always hire a lawyer.
8. Only a small fraction of India's consumer groups are well organised and active.

C. Match the Following

Column A	Column B
1. Right to safety	a) Handles claims exceeding ten crore rupees
2. Right to information	b) Protection from hazardous goods and services

3. Right to choice	c) Law that created the redressal commission system
4. District Commission	d) Knowing details about a purchased product
5. National Commission	e) Freedom to decide whether to buy or continue a service
6. Agmark	f) Certification for edible oil and cereals
7. Hallmark	g) Certification for jewellery quality
8. Consumer Protection Act 1986	h) Handles claims up to one crore rupees

Higher-Order Thinking (HOTS) Questions

Q1. A consumer buys a packaged snack with no expiry date printed on it and later falls ill. Using ideas from the chapter, explain which consumer rights are relevant and what steps the consumer could take.

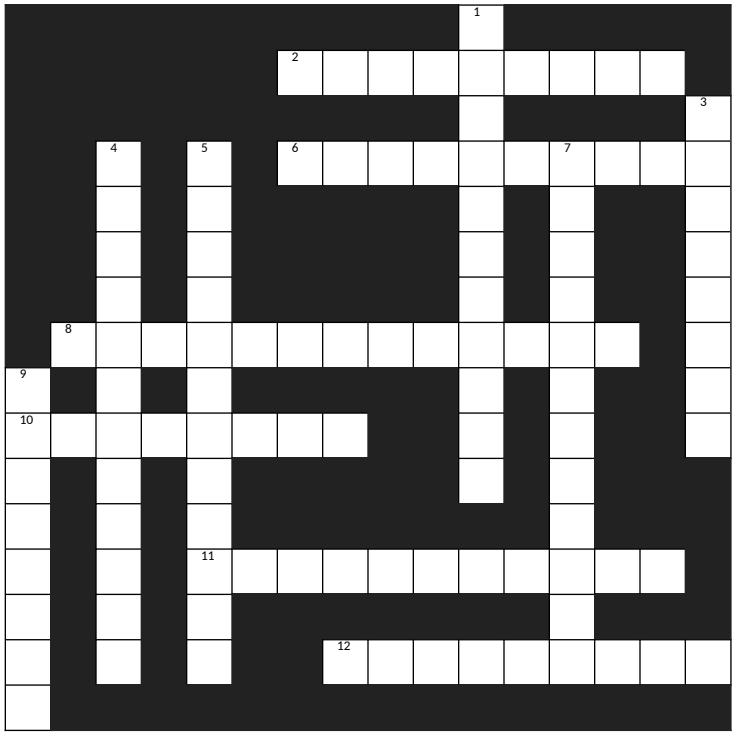
Q2. Why does the chapter suggest that consumer awareness, not just laws, is essential for the consumer movement to succeed?

Q3. Compare the redressal outcomes for Reji Mathew and Abirami. What do their cases together suggest about the range of situations the consumer commissions handle?

Q4. Should certification marks like ISI or Agmark be made compulsory for all products, not just health and safety related ones? Discuss the tradeoffs.

Puzzle Pack -- 10 Puzzles for This Chapter

1. Crossword



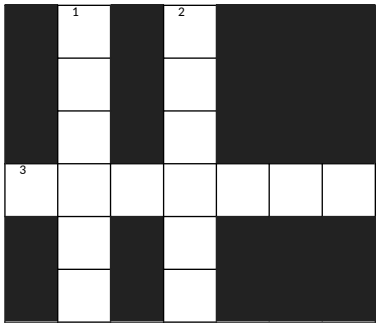
ACROSS

2. Formal process of correcting a wrong through legal action
6. Failure to take reasonable care, causing harm
8. Official mark confirming a product meets quality standards
10. Lowest tier of the consumer redressal system
11. Right to know details about a good or service purchased
12. Knowledge that helps consumers protect their own interests

DOWN

1. Formal law enacted to protect consumer interests
3. Neutral person who helps settle disputes outside court
4. Payment made to cover loss or damage suffered
5. Mixing impure or inferior substances into a product
7. Unfair treatment of a weaker party for gain
9. Active support for a cause such as consumer protection

2. Mini Crossword



ACROSS

DOWN

3. Punishment imposed for violating consumer protection rules

1. Right to be protected from hazardous goods and services
2. Certification mark used for agricultural produce

3. Word Search

N	O	I	T	A	L	S	I	G	E	L	N	X	R	D
B	T	T	N	O	I	T	A	T	I	O	L	P	X	E
K	C	N	K	R	A	M	G	A	I	R	M	S	L	N
R	I	E	I	S	A	F	E	T	Y	E	Y	S	A	E
A	R	M	O	N	A	F	A	C	D	M	T	E	S	G
M	T	E	W	X	F	R	H	I	I	U	N	N	S	L
L	S	V	O	A	E	O	A	O	Z	S	A	E	E	I
L	I	O	U	T	I	T	R	U	U	N	R	R	R	G
A	D	M	L	C	O	K	O	M	A	O	R	A	D	E
H	C	U	E	R	Q	B	P	X	A	C	A	W	E	N
W	D	Y	C	A	C	O	V	D	A	T	W	A	R	C
A	C	E	R	T	I	F	I	C	A	T	I	O	N	E
N	O	I	T	A	S	N	E	P	M	O	C	O	W	S
I	T	B	H	N	A	T	I	O	N	A	L	C	N	N
H	C	O	M	M	I	S	S	I	O	N	Y	W	B	T

Find: ADULTERATION · ADVOCACY · AGMARK · AWARENESS · CERTIFICATION · CHOICE · COMMISSION · COMPENSATION · CONSUMER · DISTRICT · EXPLOITATION · HALLMARK · INFORMATION · LEGISLATION · MEDIATOR · MOVEMENT · NATIONAL · NEGLIGENCE · REDRESSAL · SAFETY · WARRANTY

4. Cryptogram

Each letter was replaced by another. Crack the code.

UKSNQ XZI SNHXS UGHVFQ LUAFNOF OAZQKJNUQ BUAJ KZBXGU NMLSAGFXFGAZ.

5. Caesar Coded Message

Every letter is shifted by the same amount. Find the shift.

OAZEGYQD DUSTFE. DGXQE MZP XQSMX DUSTFE BDAFQOF OAZEGYQDE RDAY GZRMUD QJBXAUFMFUAZ.

6. Word Scramble

Unscramble each set of letters using the clue.

1. TNYRRAWA -- Promise to repair or replace a faulty product
2. TASOMOIPNNCE -- Payment made to cover loss or damage suffered
3. NMOTINAIOFR -- Right to know details about a good or service purchased

4. EYFSAT -- Right to be protected from hazardous goods and services

5. NTADSRAD -- Uniform quality benchmark producers are expected to meet

6. RSELADSER -- Formal process of correcting a wrong through legal action

7. NGGLENEEIC -- Failure to take reasonable care, causing harm

8. OCVADYAC -- Active support for a cause such as consumer protection

9. ISMCOMNIOS -- Body that hears and decides consumer disputes

10. RKAALHML -- Certification mark used for jewellery quality

7. Acrostic

The highlighted letters spell a theme.

R _ _ _ _ _ _ _ _ _ Formal process of correcting a wrong through legal action

E _ _ _ _ _ _ _ _ _ _ _ _ Unfair treatment of a weaker party for gain

D _ _ _ _ _ _ _ _ Lowest tier of the consumer redressal system

R _ _ _ _ _ _ _ _ Person who purchases goods or services for personal use

E _ _ _ _ _ _ Date after which a product should not be used or sold

S _ _ _ _ _ _ _ _ Uniform quality benchmark producers are expected to meet

S _ _ _ _ _ _ Right to be protected from hazardous goods and services

A _ _ _ _ _ _ _ _ _ _ _ _ Mixing impure or inferior substances into a product

L _ _ _ _ _ _ _ _ _ _ _ _ Formal law enacted to protect consumer interests

8. Match the Pairs

Match Column A with Column B.

Column A	Column B
A. CERTIFICATION	1. Payment made to cover loss or damage suffered
B. WARRANTY	2. Formal law enacted to protect consumer interests
C. COMPENSATION	3. Active support for a cause such as consumer protection
D. EXPIRY	4. Promise to repair or replace a faulty product
E. ADVOCACY	5. Lowest tier of the consumer redressal system
F. EXPLOITATION	6. Unfair treatment of a weaker party for gain
G. DISTRICT	7. Date after which a product should not be used or sold
H. LEGISLATION	8. Official mark confirming a product meets quality standards

9. Fill in the Blanks

Fill each blank.

1. The lowest tier of the consumer dispute redressal system is the _____ commission.
2. A person who buys goods or services for personal use is called a _____.
3. A mark confirming a product meets official quality standards is a _____.
4. Mixing impure substances into a product to cheat buyers is called _____.
5. Failure to take reasonable care that causes harm to a consumer is called _____.
6. Knowledge that helps consumers protect their own interests is called consumer _____.
7. Payment made to cover loss or damage suffered by a consumer is called _____.
8. The formal process of correcting a wrong through legal action is called _____.

10. Odd One Out

Circle the item that does not belong.

1. Right to safety Right to information Right to choice Right to profit
2. ISI MRP Agmark Hallmark
3. State Commission Reserve Bank District Commission National Commission
4. Amritha Reji Mathew Abirami Prakash